

ORDER FOR SUPPLIES AND SERVICES				IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 08/26/2011		2. ORDER NUMBER GST0311DS7041		3. CONTRACT NUMBER GS00Q09BGD0018		4. ACT NUMBER A2473396B	
FOR GOVERNMENT USE ONLY	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 299X	ORG CODE A03VR110	B/A CODE F1	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE C01	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) Charlene A Barton DELOITTE CONSULTING L.L.P. 1725 DUKE ST ALEXANDRIA, VA 22314-3456 United States (703) 747-4461					8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR
					Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.		
					This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.		
					C. MODIFICATION NO. 00 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING
9A. EMPLOYER'S IDENTIFICATION NUMBER 061454513			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION B. Other than Small Business					10B. TYPE OF BUSINESS ORGANIZATION P. Partnership		
11. ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 3 Nancy Ballay 20 N. Eighth St., 10th Floor Philadelphia, PA 19107 United States (215) 446-5826		12. REMITTANCE ADDRESS (MANDATORY) DELOITTE CONSULTING L.L.P. P.O. BOX 7247-6447 PHILADELPHIA, PA 19170-6447 United States		13. SHIP TO(Consignee address, zip code and telephone no.) Darryl King 801 I Street NW, Suite 1246 Washington, DC 20001 United States (202) 461-4367			
14. PLACE OF INSPECTION AND ACCEPTANCE Darryl King 801 I Street NW, Suite 1246 Washington, DC 20001 United States			15. REQUISITION OFFICE (Name, symbol and telephone no.) Junaid Shah GSA Region 3 20 North 8th Street Philadelphia, PA 19107 United States (215) 446-5797				
16. F.O.B. POINT Destination		17. GOVERNMENT B/L NO.		18. DELIVERY F.O.B. POINT ON OR BEFORE 08/31/2012		19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS	
<p align="center">20. SCHEDULE</p> <p>Time and Materials Task Order GST0311DS7041 is hereby awarded for Veterans Affairs Decision Support Services (DESTINY) Systems Administration Support for a 12-month performance period of September 1, 2011 to August 31, 2012. This Task Order incorporates the PWS under ITSS Control #R3114406. The Government accepts the Contractor's quote submitted on June 10, 2011 for a total awarded amount of \$19,547,331.99.</p> <p>The awarded ceiling (quoted) price of the base period of performance is \$3,786,331.71. Funding in the amount of \$3,786,331.71 is hereby provided to fully fund the task order base period which includes \$3,726,331.71 for labor and \$60,000.00 for reimbursable travel under this task order. The contractor is not authorized to incur costs in excess of this amount unless additional funding is provided via formal modification signed by the Contracting Officer.</p> <p>Additionally, this task order contains four, 12-month option periods to be exercised as a unilateral right of the Government with a cumulative period of performance through August 31, 2016, if all options are exercised.</p>							
ITEM NO.	SUPPLIES OR SERVICES			QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT
(A)	(B)			(C)	(D)	(E)	(F)
0001	Base Year Support			1	lot	\$3,786,331.71	\$3,786,331.71
21. RECEIVING OFFICE (Name, symbol and telephone no.) Principal DAS for Information and Technology, (202) 461-4367						TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE				23. GROSS SHIP WT.		GRAND TOTAL	\$3,786,331.71
24. MAIL INVOICE TO: (Include zip code) Finance Operations and Disbursement Branch (BCEB) 299X PO Box 219434 Kansas City, MO 641219434 United States				25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support		25B. TELEPHONE NO. 816-926-7287	
				26A. NAME OF CONTRACTING/ORDERING OFFICER(Type) Nancy Ballay		26B. TELEPHONE NO. (215) 446-5826	
				26C. SIGNATURE Nancy Ballay 08/26/2011			
GENERAL SERVICES ADMINISTRATION				1. PAYING OFFICE		GSA FORM 300 (REV. 2-93)	



PERFORMANCE WORK STATEMENT (PWS)

**DEPARTMENT OF VETERAN AFFAIRS
Office of Information & Technology (OIT)**

Decision Support Services ("DESTINY")

R3114406

Task Type: Time and Materials

Decision Support Services (“DESTINY”)

BACKGROUND

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OIT), is to provide benefits and services to veterans of the United States. In meeting these goals, OIT strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing care to the Veterans at the point-of-care as well as throughout all the points of the veterans' health care in an effective, timely and compassionate manner. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals.

OIT is the steward of VA's IT assets and resources. OIT is responsible for ensuring the efficient and effective operation of these assets and resources to meet the mission requirements of the Secretary, Under Secretaries, Assistant Secretaries, and other key officials. OIT as a partner organization in the Department is working VA business lines to improve the delivery of products and services and become more responsive to key stakeholders, and oversight organizations. In 2009, VA identified 16 major initiatives to serve as a platform to transform VA into a 21st century organization that is people-centric, results-driven, and forward-looking. Each major initiative is designed to solve a key problem facing the Department and/or the Veterans served. OIT has ownership of one of the sixteen major initiatives named the Integrated Operating Model (IOM).

The Office of Architecture, Strategy, and Design (ASD) on behalf of VA Assistant Secretary of Information Technology/Chief Information Officer (CIO), provides a framework of policies, guidance, and governance to ensure IT programs and projects are designed and executed to satisfy current and future business needs of VA. Support for this task order shall be centrally managed by the ASD, however supporting Contractors may be tasked to work for or with other offices within the VA under OIT.

The ASD organization ensures that work performed by OIT meets customer demand by establishing frameworks which integrates technical, business, and data architecture; provides systems design and integration; creates forward thinking IT strategy. ASD also uses knowledge management to provide methods and technology to acquire and retain knowledge to improve information sharing across OIT and with its customers. In addition, ASD establishes processes and practices to enable success of VA IT programs and projects by providing accountability and transparency controls in the form of Project Management Accountability System (PMAS), solution architecture and integration services to guide the engineering of IT systems, and process management to enable OIT to be a more transparent and flexible organization and to serve as the basis for realizing operational excellence, continuous improvement, and higher performance.

The purpose of this Performance Work Statement is to provide OIT services to support the mission requirements of ASD and the CIO.

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1.0 APPLICABLE DOCUMENTS

Documents referenced below are germane to this PWS. . The Contractor shall be guided by the information contained in the documents in performance of this PWS.

1. 44 U.S.C. § 3541, “Federal Information Security Management Act (FISMA) of 2002”
 - a. http://www.dhs.gov/files/programs/gc_1281971047761.shtm
2. FIPS Pub 201, “Personal Identity Verification of Federal Employees and Contractors,” March 2006
 - a. <http://csrc.nist.gov/publications/fips/fips201-1/FIPS-201-1-chng1.pdf>
3. 10 U.S.C. § 2224, "Defense Information Assurance Program"
 - a. <http://cio-nii.defense.gov/pocketref/output-9-0.html>
4. Software Engineering Institute, Software Acquisition Capability Maturity Modeling (SA CMM) Level 2 procedures and processes
 - a. <http://www.sei.cmu.edu/reports/02tr010.pdf>
5. 5 U.S.C. § 552a, as amended, “The Privacy Act of 1974”
 - a. <http://www.justice.gov/opcl/privacyact1974.htm>
6. 42 U.S.C. § 2000d “Title VI of the Civil Rights Act of 1964”
 - a. http://www.justice.gov/crt/grants_statutes/titlevi.txt
7. Department of Veterans Affairs (VA) Directive 0710, “Personnel Suitability and Security Program,” September 10, 200
 - a. http://www.va.gov/vapubs/viewPublication.asp?Pub_ID=86&FType=2
8. VA Directive 6102, “Internet/Intranet Services,” July 15, 2008
 - a. http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=409&FType=2
9. 36 C.F.R. Part 1194 “Electronic and Information Technology Accessibility Standards,” July 1, 2003
 - a. <http://management.energy.gov/documents/AcqGuideChapter39pt2.pdf>
10. OMB Circular A-130, “Management of Federal Information Resources,” November 28, 2000
 - a. http://www.whitehouse.gov/omb/circulars_a130
11. 32 C.F.R. Part 199, “Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)”
 - a. http://www.access.gpo.gov/nara/cfr/waisidx_04/32cfr199_04.html
12. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, March 2005
 - a. <http://csrc.nist.gov/publications/nistpubs/800-66-Rev1/SP-800-66-Revision1.pdf>

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13. Sections 504 and 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L.105-220), August 7, 1999
 - a. http://www.fema.gov/oer/reference/rehab_act_1973.shtm
14. Homeland Security Presidential Directive (12) (HSPD-12)
 - a. http://www.dhs.gov/xabout/laws/gc_1217616624097.shtm
15. VA Directive 6500, “Information Security Program,” August 4, 2006
 - a. http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=56
16. VA Handbook 6500, “Information Security Program,” September 18, 2007
 - a. http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=56
17. VA Handbook 6500.6, “Contract Security,” March 12, 2010
 - a. http://www.va.gov/vapubs/viewPublication.asp?Pub_ID=471&FTYPE=2
18. NBS SP500-153, “Guide to Auditing for Controls and Security: A System Development Life-Cycle Approach,” April 1988
 - a. <http://www.legistorm.com/showFile/L2xzX3Njb3JIL2dhby9wZGYvMTk4OC81/ful16761.pdf>
19. Program Management Accountability System (PMAS) portal (reference Contractor Library at <http://www1.va.gov/oamm/oa/tac/>)
20. OED ProPath Process Methodology (reference Contractor Library at <http://www1.va.gov/oamm/oa/tac/>) NOTE: In the event of a conflict, OED ProPath takes precedence over other processes or methodologies.
21. Technical Reference Model (TRM) (reference Contractor Library)
 - a. <http://www.ea.oit.va.gov/Technology.asp>
22. National Institute Standards and Technology (NIST) Special Publications
 - a. <http://csrc.nist.gov/publications/PubsSPs.html>

2.0 SCOPE OF WORK

The Contractor shall provide varied IT related products/outputs and services on an enterprise-wide level. Total scope of this task order includes the following: technical consulting services, business analytics; modeling and simulation techniques, prototypes and technologies; process mapping, analyses and independent assessments and reviews; planning support; web-based decision support (web-based collaborative modeling for enterprise simulation and planning); repositories, and, facilitation and administrative services.

2.1 Contributing Entities:

In support of the overall scope the Contractor shall coordinate, communicate and interact with several entities within the organization. The various entities may include the following:

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- Web development team: responsible for developing, updating, and maintaining OIT web present on behalf of the CIO.
- OIT engineering services: includes the OIT staff responsible for systems engineering, performance evaluation and systems operations.
- VA’s Enterprise Architecture team: technical and business architecture/data architecture; VA Administration and VA Staff Offices architects, business owners, and project managers;
- Product & Platform Management (PPM) team: PPM provides guidance on VA IT environment technologies and standards through the management of the Technical Reference Model and provides systems engineers to lead the design of new and preservation of existing major, complex systems;
- Process management team (PcM): PcM develops, executes, and maintains the OIT Process Asset Library (ProPath) and facilitates customization of the 36 core processes for OIT use;
- IT Strategy (ITS) team: provides strategic planning, target priorities and formulates long range plans for OIT.

2.2 Current Environment:

All tasks will be given and approved by the ASD Deputy Chief Information Officer (DCIO) The total number of senior positions allocated for OIT is 27. This number includes both encumbered/non-encumbered positions. The total number of senior executive service positions allocated for OIT is 22. Thus, the remaining positions (5) are senior leader positions. Required assessments and analyses will be based on requests from these senior leaders’ on an ad-hoc basis. Based on the contributing entities we have approximately 7,672 employees within OIT workforce. The supporting document entitled “Department of Veterans Affairs, Office of the Assistant Secretary for Information and Technology, Organization Book” gives the description of the 36 processes. These processes are integrated into the activities performed by OIT and the contributing entities listed in section 2.1.

Technologies utilized within the current environment include but are not limited to the following:

MS Word 2000/2003/2007, MS Excel 2000/2003/2007, MS PowerPoint 2000/2003/2007, MS Project 2000/2003/2007, MS Access 2000/2003/2007, MS Visio 2000/2002/2003/2007, SharePoint, CAD 2002, and Adobe Postscript Data Format (PDF), web technologies provided by Microsoft, Sun and Adobe

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2.3 Estimated level of Effort

The following section describes the Governments estimated level of effort for the base year and is not intended to define the exact solution and/or effort proposed by the Contractor. The activities and tasks described in this PWS will be executed on an ad-hoc basis which will requires awardee to have resources on hand to meet OIT requirements. This task may require the Contractor to rapidly acquire the services of specialized subject matter experts or organizations, including those with requisite security clearances possessing no conflict of interest.

The Contractor staffing plan shall include a project staffing profile (the right skills, right people available throughout project performance) that aligns with the project schedule and tasks, having the required composition of each project team throughout the project life cycle. For the Project Management task (see 4.1.2 and 4.1.2.1) will follow project management institute best practices in producing project management plans, monthly progress reports, and WBS for each task. Support of the 16 major initiatives, CIO five priorities, modeling, simulation development and configuration shall require highly qualified key personnel to meet support requirements

In 2009, in support of PMAS, the VA reviewed over two hundred and ninety (290) projects. It is anticipated that the current requirement may include the review of 25 to 60 projects per 12 month period of performance.

The analysis and assessment task includes supporting management assessments through independent analyses of various processes, tools, and strategies.

The Information Technology tasks require updating the internal web presence and updating the external sources that display information to the public. Awardee will also be required to apply industry best practices to support the expert database requirement. The administrative task requires Contractor to support lockdowns, meetings, and logistics locally and out of state.

3.0 PERFORMANCE DETAILS

3.1 PERFORMANCE PERIOD

The period of performance shall be one year base period with four one year options.

Work at the government site shall not take place on Federal holidays or weekends (but may require off-hour work due to network loading or other disruptions that could occur) unless directed by the Contracting Officer (CO).

There are ten (10) Federal holidays set by law (USC Title 5 Section 6103):

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Under current definitions, four are set by date:

New Year's Day	January 1
Independence Day	July 4
Veterans Day	November 11
Christmas Day	December 25

If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

The other six are set by a day of the week and month:

Martin Luther King's Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Thanksgiving	Fourth Thursday in November

3.2 PLACE OF PERFORMANCE

Tasks under this PWS shall be primarily performed in Contractor facilities. Routine, often daily, collaboration with OIT staff at VA headquarters in Washington, DC will be required. Contractors will be given notice of 1 business day when On-Site meetings and collaborations are required.

3.3 TRAVEL

The Government anticipates travel under this PWS to attend task-related meetings or conferences through the period of performance. Total estimated number of trips in support of this effort is eight (8) per year and estimated at four (4) days in duration:

Travel may be required to VA facilities, Centers and Regional Offices to support the work required under this PWS. Travel within fifty (50) miles of Contractor's primary work location is not eligible as a travel expense.

Travel shall be in accordance with the Federal Travel Regulations, requires concurrence by the VA PM, and approval by the COTR. Travel for the base period is estimated at \$12,000.

4.0 SPECIFIC TASKS OUTPUTS AND INITIATIVES

The Contractor shall perform the following modeling, simulation, analysis, and administrative support.

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4.1 PROJECT MANAGEMENT

4.1.1 Kick-off Meeting.

The Contractor shall conduct a preliminary project kick-off meeting within five (5) business days of task order award. An administrative task order kick off meeting may be conducted by GSA prior to the preliminary project kick-off. At the preliminary meeting the Government and key personnel of the Contractor’s team will be introduced and the Contractor’s overall operating plans and approach to this work will be presented. The final kick-off meeting, shall include the presentation of Contractor’s staffing and quality plans, overall Contractor work plans, and project integrated schedules. The final kick-off meeting shall be conducted within 30 days of task order award. Upon mutual agreement, these meetings may be held by tele-conference, or face-to-face and shall last no more than two business days.

Output:

- A. Kick-off Meeting Materials (overall Contractor staffing plans, quality control plan, Contractor work-plan, and project integrated schedule)

4.1.2 Project Management Plan

As specific OIT initiatives are defined and tasked to the supporting Contractors, the government may require a separate Project Management Plan to define and guide the management of the tasked initiative. When required the Contractor shall draft a Project Management Plan (PMP) that lays out the Contractor’s specific approach, timeline and tools to be used. The PMP should take the form of both a narrative and graphic format that displays the schedule, milestones, risks and resource support. The PMP shall also include how the Contractor shall coordinate and execute planned, routine, and special data collection reporting requests. Updates to the PMP shall be provided as needed.

Output:

- A. Project Management Plan

4.1.2.1 WORK BREAKDOWN STRUCTURE (WBS)

The Contractor shall define a WBS to enable the decomposition of the work to be executed by the project team to accomplish the project objectives and create the required outputs in accordance with Project Management Accountability System (PMAS) guidelines and Project Governance procedures and guidelines. This includes:

- Creating and networking activities
- Measuring and monitoring WBS activities
- Assigning and leveling resources
- Estimating durations and hours

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The Contractor shall brief each month the VA Program Manager and (if necessary the DCIO ASD) on the progress made for each tasked initiative and associated risk\mitigation. The Contractor shall notify the VA PM, GSA/VA COTR, and CO, in writing, immediately if problems arise adversely impacting the performance of any specific initiative or defined work package. The WBS should align with the PMP

Output:

- A. WBS
- B. Risk Management Report (Monthly)

4.1.3 Monthly Progress Report

The Monthly Progress Reports shall cover all work completed during the reporting period and work planned for the subsequent reporting period. The report shall also identify any problems that arose and a description of how the problems were resolved. If problems have not been completely resolved, the Contractor shall provide an explanation.

The Contractor shall notify the Program Executive Officer (PEO)VA Program Manager (VA PM), GSA COTR, and CO, in writing, if problems arise adversely impacting the performance.

Output

- A. Monthly Progress Report

4.2 MODELING, SIMULATION DEVELOPMENT AND CONFIGURATION CONTROL

Modeling, simulation development and configuration control are needed to support the five IT strategic priorities (listed below); the 16 major initiatives (defined in the [VA's Strategic Plan \(FY2011-2015\)](#)) and 36 core processes (see appendix A).

Note: the five priorities are: (1) improve customer satisfaction, (2) enhance VA information security posture, (3) increase operational performance reporting, (4) enhance product delivery, and (5) enhance OIT financial management and reporting.

In support of the five IT strategic priorities, OIT has identified projects, programs and initiatives for each area. To improve the quality, reliability, and speed of management decisions, the Contractor shall identify industry best practices modeling strategies to be deployed throughout the IT enterprise to assist in achieving the maturity of work stream development for Major Initiative number 11 Integrated Operating Model (IOM). The

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Contractor shall be able to perform broad based and detailed analyses related to the five strategic priorities that can be used by IT Senior Executives and business line staff. Data need to support the development of modeling and simulation initiatives will be made available to the Contractors prior to specific project assignment. Data can be obtained from database, interviews, and meetings. Travel will not be required to obtain data unless approved by government.

In support of VA’s 16 major initiatives, the Contractor shall provide modeling and simulation support for various, IT systems, processes, and programs to assist OIT in understanding the key dependencies of each initiative to include a holistic view of its current operations; identifying issues/problem points in current operations; conducting what-if analysis to evaluate alternative to-be processes, policies, and operations; and to quantify impacts of actual and proposed process and IT changes. Results of these analyses shall be documented in formal reports. The Contractor shall provide recommended alternatives that will be presented to the DCIO of Architecture, Strategy, and Design, to approve the implementation of the selected model. **Note:** these initiatives are developed through Department-wide and organization specific collaborative working sessions, all within the Department’s integrated strategic framework. Of the 16 major initiatives identified, 10 of the 16 represents efforts to improve the way VA serve Veterans and their families and the other 6 are critical to building internal capabilities and VA’s capacity to perform to the highest level. The Government will provide all relevant information, to construct the ‘as is’ models through reaching out to the contributing entities (section 2.1). The information will be in varied formats. The majority of the data will be electronic, some will be in hardcopy documents and a small amount will require the interview process to be performed

For the purpose of this task order , enterprise architecture consists of the various structures and processes of an organization, including technical structures and processes as well as business/domain structures and processes where the enterprise architecture model is a representation of those structures and processes. The Contractor shall use an enterprise architecture model that will depict the organization both as it is today and as it is envisioned in the future, and shall map the various views representing the architecture to one another. These views include both business-oriented perspectives as well as technical perspectives. The enterprise architecture models are a communication bridge between senior business stakeholders and senior IT professionals. The Contractor should be capable of supporting varying levels of detail as required by VA. This includes the Secretary’s 16 Major initiatives on an annual basis. Modeling and simulating these initiatives results in process improvement, process reengineering and the maturity of services within OIT for overall improvement to stakeholders .

The Contractor shall use industry techniques with Senior Subject Matter Experts (SME) that enable software architecture efforts to include standard modeling languages such as but not limited to the Unified Modeling Language (UML); frameworks such as the Model-Driven Architecture (MDA); Zachman Framework; Department of Defense Architecture Framework (DoDAF 2.0); Agile Unified Process (AUP); The Open Group Architecture Framework (TOGAF); and software processes such

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as the Enterprise Unified Process (EUP). The Contractor shall provide Software as a Service (SaaS) which is a software distribution model in which applications are hosted by a Contractor or service provider and made available to customers over a network, typically the Internet. ASD recognize that SaaS is becoming an increasingly prevalent delivery model as underlying technologies that support Web services and service-oriented architecture (SOA). The Contractor shall provide support a service-oriented architecture (SOA) which is the underlying structure supporting communications between services. SOA defines how two computing entities, such as programs, interact in such a way as to enable one entity to perform a unit of work on behalf of another entity. Service interactions are defined using a description language. Each interaction is self-contained and loosely coupled, so that each interaction is independent of any other interaction.

The Contractor shall provide a simulation and development environment that supports transformational EA modeling learning experiences. ASD deem simulations are among the most effective learning experiences, driving real and lasting behavior change. The Contractor shall provide a data-driven simulation with interface and software simulation that will allow employees to explore the workings of quantitative systems—such as finance or operations—by adjusting their variables and observing the effects of these adjustments. This simulation will allow employees to interact with software or other tools in a no-risk environment. The simulation will allow employees to engage in real business problems, make irreversible decisions in a “safe” environment, and receive effective and targeted feedback. The simulation should react to employees’ actions and decisions with consequences that meaningfully resemble real-world consequences.

The simulation and development should offer the following:

- Implement a repeatable process to enhance efficiency
- Complete traceability between all assets to increase overall quality, reduce cycle time, and needless rework
- Manage change to all artifacts such as models, requirements, and test cases, to increase quality and deliver on expectations
- Version control models for easy roll back and comparison of previous versions or builds
- Manage and capture input/output from simulations to enhance quality of development deliverables
- Seamlessly integrate auto-generated code to the entire application lifecycle

The Contractor shall provide configuration management and control of the architecture framework, which provides an orderly way to facilitate change based on a documented requirements baseline, while utilizing best practices in the change management process. This is intended to ensure that expectations are fully understood and realized in an efficient manner, including proper consideration of all potential impacts on customers and resources. ASD deem configuration management and control is a necessary and critical process to assure an orderly and stable evolution of any architectural description and also to ensure that the framework remains current in the face of evolving methods and techniques of architectural description creation and management. In support of the 36 core processes, the Contractor shall assist in defining strategies for managers to employ to enhance the customization of these processes. **Note:** in December 2006, IT adopted the best practices/processes from IT management systems (i.e., Control Objectives for Information and related Technology – COBIT, Information Technology Infrastructure Library – ITIL, and Federal mandates and guidance (e.g. Clinger-Cohen Act of 1996, e-Government Act of 2002, Federal Information Security Management Act (FISMA) of 2002, Office of Management and Budget (OMB) Enterprise Architectures Framework Guidance and Circular A-130, and National Institute of Standards and Technology (NIST) FISMA compliance

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guidance). The scope includes the 36 ITIL processes to be implemented across OIT, operation of the entire VA IT computing environment, collaboration between VA and all other Federal Agencies, State Governments, Municipal jurisdictions, tribes, business and not-for-profits entities, industry associations, non-governmental organizations, and religious organizations.

Specifically, the Contractor shall:

- a. Develop, deliver, and store models, simulations, and associated analysis reports to support OIT analytical endeavors.
- b. Create, document, manage, and maintain a VA-hosted web-based repository of models, and simulations
 - i. The repository shall allow access based on user rights and privileges. VA will be responsible for administering user access.
 - ii. The repository shall allow for the collection of metrics associated with the use and frequency of models.
- c. Involve the end-user
 - i. The Contractor shall collect, document and integrate all facets and variables as defined by VA users into the models assigned by VA.
 - ii. The Contractor shall keep VA users informed & involved in the simulation process and document & present the results of the simulations to VA in a format and manner to that is understandable and usable by VA
- d. Choose the appropriate simulation tools
 - i. The Contractor shall supply and use the appropriate modeling tool for each modeling/simulation assignment
- e. Provide adequate and on-going documentation
 - i. The Contractor shall provide VA with adequate and pertinent documentation throughout the modeling & simulation process
- f. Develop a plan for adequate model verification
 - ii. The Contractor shall create and deliver to VA written plans detailing and defining modeling & simulation tasks assigned.
 - iii. The Contractor will build and validate models and perform simulations according to this task.
- g. Model the appropriate level(s) of detail

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- i. The Contractor shall use the sufficient level of detail to produce the accurate results but will not burden models & simulations with impertinent factors
- h. Develop a plan for model validation
 - ii. i. The Contractor shall develop a plan for model validation that meets VA requirements and acceptance levels
- i. Develop a plan for statistical output analysis
 - iii. The Contractor shall develop a plan for statistical output analysis that meets VA requirements and acceptance levels

Outputs:

- A. Process and Computerized Models, Simulation Prototypes
- B. Web-based repositories.
- C. Detail description of models and simulations used to perform analyses required by VA.
- D. Model/Simulation Analysis Reports

4.3 PROGRAM MANAGEMENT ACCOUNTABILITY SYSTEM (PMAS) SUPPORT

The Contractor shall provide support in managing and analyzing data for the PMAS to enhance, automate, real-time processes and practices by providing transparency and accountability controls. It is expected that there will be up to two hundred ninety (290) PMAS managed programs at all times during the period of performance. The Contractor shall construct formats and Microsoft Office compatible templates for PMAS data submissions to streamline data collection and analysis. The Contractor shall create and apply tools for compiling and presenting PMAS data. The Contractor shall conduct analyses of PMAS data, at a composite level, as well as at program and project levels. This shall include at a minimum trend analysis, earned value analysis, and risk analysis. The PMAS analysis findings will be used to support monthly, quarterly, and semi-annual reviews as well as ad hoc information requests.

Outputs:

- A. Templates
- B. Data Compilation Tools
- C. PMAS Analyses Findings and Reports
- D. Dashboard updates

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4.4 ANALYSIS AND ASSESSMENT

The Contractor shall conduct independent analyses to support OIT assessment of various processes, tools, and strategies.

This shall include:

- a) Analysis and assessment of OIT process that support: systems, their associated infrastructures, and workforce
- b) Assessment of public policy issues including review of Congressional and White House policy, public communications, and foreign relations to assess impacts, costs, risks, and benefits
- c) Support the analysis of current and prior year performance metrics across the Department. This shall include use of existing analytical models and approaches as well as creation and application of new strategies.
- d) Support to program and project assessments (including technical, programmatic, safety, cost, and workforce), program management, financial systems development, budgeting, and cost estimation support for missions, systems, and infrastructures including life cycle and full cost assessments
- e) Analysis and assessment of infrastructure resources in the development of IT Capacity Planning requirements.

The Contactor shall develop, deliver, and maintain a web accessible Expert Resources Database identifying subject matter experts or organizations used or referred to by the OIT. This database shall identify the source, contact information, expertise, and contract vehicle information for each data point. There is currently no existing expert database in the OIT environment that details needed requirements. The number of users will be based on the ad-hoc analyses and assessments. Awardee shall provide the software tools in support of the database requirement.

Outputs:

- A. Analysis Reports
- B. Expert Resources Database

4.5 INFORMATION TECHNOLOGY SUPPORT

The Contractor shall design documents in a manner appropriate for publication and posting to the web. The Contractor shall use existing VA software (see section 3.2.1) to create, manipulate, manage, maintain and post files, content, and services to the OIT web sites. The Contractor shall provide quarterly recommendations to update the OIT web presence to ensure that the acquisition, retention, transfer, and access of IT knowledge assets and business processes are achieved through the creation of web-based knowledge portals.

Outputs:

- A. Quarterly Web site content update
- B. Quarterly web presence screen shots and associated narrative

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- C. Monthly summarization of web site activities report.
- D. Web-based Executive Level Dashboards and knowledge portals

4.6 FACILITATION and ADMINISTRATIVE SUPPORT

The Contractor shall provide facilitation services to handle meeting logistics to manage and lead group discussion of senior executives and VA managers. This includes assist in posting read ahead materials and agendas, generate and distribute meeting minutes, on the spot notes, track action items, scribe services and slide presentations. The Contractor shall provide administrative support to the OIT to include the following:

- a. Provide clerical/administrative support during the development of critical strategic planning, investment, and OIT guidance documentation. Documents may take the form of narrative reports (MS Word), Financial or numerical analyses (MS Excel), graphic representations (MS PowerPoint), or schedules (MS Project). Other software applications (provided by the VA) may be required, and documents may require integration of data from one or more of these applications into a single final form.
- b. Support the development of any Performance and Accountability Reports
- c. Create briefings, documentation, and other support as necessary
- d. Attend and provide technical and administrative support at meetings with OIT and other federal agencies
- e. Plan, coordinate, and provide meeting facilities and associated services including classified meeting support.
- f. Provide facilitation services to support Integrated Product Teams and lockdown meetings
- g. Provide facilitation services to include prolific notes during discussion, attend in-house or external meetings, to determine tools for use in facilitating the meetings for example Live meeting, Microsoft suite and audio visual services.

Outputs:

- b. Documents related to facilitation support
- c. Documents related to administration support

5.0 GENERAL REQUIREMENTS

5.1 ENTERPRISE AND IT FRAMEWORK

The Contractor shall comply with the Program Management Accountability System (PMAS) that mandates all new VA IT projects/programs use an incremental development approach, requiring frequent delivery milestones that deliver new capabilities for business sponsors to test and accept functionality, when output supports a project that is mandated to comply with PMAS Guidelines. Implemented by the

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Assistant Secretary for IT, PMAS is a VA-wide initiative to better empower the OIT Project Managers and teams to meet their mission: delivering world-class IT products that meet business needs on time and within budget.

The Contractor shall utilize ProPath, a VA-wide process management tool, as a central resource that builds upon the OED Program and Development managers' delivery of high-quality products. ProPath provides an 'at-a-glance' perspective of nearly every step in the software development process.

5.2 CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

VA Directive 6500 restricts Contractor use of Contractor owned equipment to connect to VA Networks. To ensure compliance with security requirements all technology equipment used in support of this task order shall be GFE. In the event that any Contractor supplied equipment is utilized, it must meet all security requirements that apply to Government Furnished Equipment (GFE) and Government Owned Equipment (GOE). Security Requirements include: a) VA Approved Encryption Software must be installed on all laptops or mobile devices before placed into operation, b) Bluetooth equipped devices are prohibited within the VA: Bluetooth must be permanently disabled or removed from the device, c) Equipment must meet all sanitization requirements and procedures before disposal. The COTR, CO, the Project Manager, and the Information Security Officer (ISO) must be notified and verify all security requirements have been adhered to.

1. Information made available to the Contractor/subContractor by VA for the performance or administration of this contract or information developed by the Contractor/subContractor in performance or administration of the task order shall be used only for those purposes and shall not be used in any other way without the prior written agreement of VA. This clause expressly limits the Contractor/subContractor's rights to use data as described in Rights in Data - General, FAR 52.227-14(d) (1).
2. Government furnished equipment and required software: VA will provide all initial access through CITRIX Gateway for all contract workers off-site. Laptops will only be provided to off-site contractors if they are unable to provide tasks, deliverables through CITRIX Gateway. CITRIX Gateway will require VPN access by VA personnel. All Laptops furnished shall be configured by VA personnel. Any specific software requirements for the Decision Support Services program development effort will be provided and installed by VA personnel to ensure software is approved and security measures are implemented`. FAR clause 52.245-1 Government Property applies.
3. VA information should not be co-mingled, if possible, with any other data on the Contractors/subContractor's information systems or media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the

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requirements of the business need, the Contractor must ensure that VA’s information is returned to VA or destroyed in accordance with VA’s sanitization requirements. VA reserves the right to conduct on site inspections of Contractor and subContractor IT resources to ensure data security controls, separation of data and job duties, and destruction/media sanitization procedures are in compliance with VA directive requirements.

4. Prior to termination or completion of this contract, Contractor/subContractor must not destroy information received from VA, or gathered/created by the Contractor in the course of performing this task order without prior written approval by VA. Any data destruction done on behalf of VA by a Contractor/subContractor must be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, Records and Information Management and its Handbook 6300.1 Records Management Procedures, applicable VA Records Control Schedules, and VA Handbook 6500.1, Electronic Media Sanitization. Self-certification by the Contractor that the data destruction requirements above have been met must be sent to VA CO within 30 days of termination of the task order.
5. The Contractor/subContractor must receive, gather, store, back up, maintain, use, disclose and dispose of VA information only in compliance with the terms of the contract and applicable Federal and VA information confidentiality and security laws, regulations and policies. If Federal or VA information confidentiality and security laws, regulations and policies become applicable to VA information or information systems after execution of the contract, or if NIST issues or updates applicable FIPS or Special Publications (SP) after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies in this contract.
6. The Contractor/subContractor shall not make copies of VA information except as authorized and necessary to perform the terms of the agreement or to preserve electronic information stored on Contractor/subContractor electronic storage media for restoration in case any electronic equipment or data used by the Contractor/subContractor needs to be restored to an operating state. If copies are made for restoration purposes, after the restoration is complete, the copies must be appropriately destroyed.
7. If VA determines that the Contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for VA to withhold payment to the Contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) part 12.
8. The Contractor/subContractor must store, transport, or transmit VA sensitive information in an encrypted form, using VA-approved encryption tools that are, at a minimum, FIPS 140-2 validated.

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9. The Contractor/subContractor’s firewall and Web services security controls, if applicable, shall meet or exceed VA’s minimum requirements. VA Configuration Guidelines are available upon request.
10. Except for uses and disclosures of VA information authorized by this task order for performance of the task, the Contractor/subContractor may use and disclose VA information only in two other situations: (i) in response to a qualifying order of a court of competent jurisdiction, or (ii) with VA’s prior written approval. The Contractor/subContractor must refer all requests for, demands for production of, or inquiries about, VA information and information systems to VA CO for response.
11. Notwithstanding the provision above, the Contractor/subContractor shall not release VA records protected by Title 38 U.S.C. 5705, confidentiality of medical quality assurance records and/or Title 38 U.S.C. 7332, confidentiality of certain health records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse, or infection with human immunodeficiency virus. If the Contractor/subContractor is in receipt of a court order or other requests for the above mentioned information, that Contractor/subContractor shall immediately refer such court orders or other requests to VA CO for response.
12. For service that involves the storage, generating, transmitting, or exchanging of VA sensitive information but does not require Certification and Accreditation (C&A) or a Memorandum of Understanding-Interconnection Service Agreement (MOU-ISA) for system interconnection, the Contractor/subContractor must complete a Contractor Security Control Assessment (CSCA) on a yearly basis and provide it to the COTR.
13. Position Sensitivity and Background Investigation - The position sensitivity and the level of background investigation commensurate with the required level of access is:

☐ Low/NACI
☒ Moderate/MBI
☐ High/BI

Position Sensitivity	Background Investigation (in accordance with 7010 Handbook Appendix A)
Low	National Agency Check with Written Inquiries (NACI) A NACI is conducted by OPM and covers a 5-year period. It consists of a review of records contained in the OPM Security Investigations Index (SII) and the DOD Defense Central Investigations Index (DCII), FBI name check, FBI fingerprint check, and written inquiries to previous employers and references listed on the application for employment. In VA it is used for Non-sensitive or Low Risk positions.

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Position Sensitivity	Background Investigation (in accordance with 7010 Handbook Appendix A)
Moderate	Minimum Background Investigation (MBI) A MBI is conducted by OPM and covers a 5-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check], a credit report covering a period of 5 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; and a verification of the educational degree.
High	Background Investigation (BI) A BI is conducted by OPM and covers a 10-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check report], a credit report covering a period of 10 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; and a verification of the educational degree.

Contractor Responsibilities:

- a. The Contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain the appropriate Background Investigation, and are able to read, write, speak and understand the English language. The Contractor shall provide the name, address, and date of birth, Social Security Number and any other pertinent and relevant information of the Contractor personnel assigned to this project to the COTR and CO prior to Project Kickoff Meeting.
- b. The Contractor shall bear the expense of obtaining background investigations. If the investigation is conducted by the Office of Personnel Management (OPM), the Contractor shall reimburse VA within thirty (30) days.
- c. The Contractor shall submit or have their personnel submit the required forms (SF 85P - Questionnaire for Public Trust Positions, SF 85P-S – Supplemental Questionnaire for Selected Positions, FD 258 – U.S. Department of Justice Fingerprint Applicant Chart, VA Form 0710 – Authority for Release of Information Form, Optional Form 306 – Declaration for Federal Employment, and Optional Form 612 – Optional Application for Federal Employment) to VA Office of Security and Law Enforcement within 30 calendar days of receipt.
- d. All costs associated with obtaining clearances for Contractor provided personnel shall be the responsibility of the Contractor. Further, the Contractor shall be responsible for the actions of all individuals provided to work for VA under this contract. In the event that damages arise from work performed by Contractor provided personnel, under the auspices of this

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contract, the Contractor shall be responsible for all resources necessary to remedy the incident.

- e. The Contractor(s) and Contractor point of contact (POC) will receive an email notification from the Security and Investigation Center (SIC) identifying the website link that includes detailed instructions regarding completion of the background clearance application process and what level of background clearance was requested. Reminder notifications will be sent if the complete package is not submitted by the due date.
- f. If the security clearance investigation is not completed prior to the start date of the task order, the contract employee may work on the task order with an initiated status while the security clearance is being processed. However, the Contractor will be responsible for the actions of the Contractor personnel they provide to perform work for VA. In the event damage arises from work performed by Contractor personnel, under the auspices of the contract, the Contractor will be responsible for resources necessary to remedy the incident.
- g. The investigative history for Contractor personnel working under this task order must be maintained in the databases of either the OPM or the Defense Industrial Security Clearance Organization (DISCO).
- h. The Contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration in working under the contract.
- i. Failure to comply with the Contractor personnel security requirements may result in termination of the task order for default.

5.3 METHOD AND DISTRIBUTION OF DOCUMENTATION

The Contractor shall deliver documentation in electronic format, unless otherwise directed in this PWS. . Acceptable electronic media include: MS Word 2000/2003/2007, MS Excel 2000/2003/2007, MS PowerPoint 2000/2003/2007, MS Project 2000/2003/2007, MS Access 2000/2003/2007, MS Visio 2000/2002/2003/2007, SharePoint, CAD 2002, and Adobe Postscript Data Format (PDF), web technologies provided by Microsoft, Sun and Adobe. Electronic deliverables shall be posted in their original editable form. Documentation and/or deliverables shall not be converted to an image, posted as an image, or embedded as an image unless the original source material was received this way by the Contractor from a 3rd party. No restrictions shall be placed on work product content that makes it difficult or impossible to edit or otherwise manipulate including encryption. The use of proprietary data formats unavailable or un-editable by the government shall also not be used.

5.3.1 Milestone schedule for Outputs and Documentation

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Note: Days used in the table below refer to calendar days unless otherwise stated. Outputs with due dates falling on a weekend or holiday shall be submitted the following government work day after the weekend or holiday.

Task	Output ID	Output Description
4.1.2	A	Project Management Plan Ten (10) days after contract (DAC) updated as needed. Electronic submission via ITSS to: VA PM, GSA COTR, VA COTR Inspection: destination Acceptance: destination
4.1.1	A	Kick-Off Meeting Materials Due prior to Kickoff Meeting within 20 days after award Electronic submission to: VA PM, GSA COTR, VA COTR, CO. Inspection: destination Acceptance: destination
4.1.2.1	A	Work-Breakdown Structure (WBS) Due as agreed upon by the PM. Electronic submission to: VA PM, GSA COTR, VA COTR, CO. Inspection: destination Acceptance: destination
4.1.3	A	Monthly Progress Report Due the fifth day of each month Electronic submission via ITSS to: VA PM, GSA COTR, CO
4.2	A	Process and Computerized Models, Simulations, Prototypes Due as agreed upon by PM or DCIO ASD after notification by COTR Electronic submission to: VA PM, VA COTR, Inspection: destination Acceptance: destination
4.2	B	Web-Based Repositories Due as agreed upon by PM or DCIO ASD Electronic submission to: VA PM, VA COTR, Inspection: destination Acceptance: destination
4.2	B	Repository Process Documentation Due fifteen (15) working days after award. Update monthly as necessary to reflect changes in process. Electronic submission to: VA PM, VA COTR, Inspection: destination Acceptance: destination
	C	Model and Simulation Documentation Due as agreed upon by PM or DCIO ASD Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination

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Task	Output ID	Output Description
4.2	D	Model/Simulation Analysis Report Due five (5) working days after model analysis is complete Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination
4.3	A	PMAS Templates Due as agreed upon by PM or DCIO ASD. Revisions due ten (10) days after receipt of comments. Update monthly to reflect changing needs. Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination
4.3	B	PMAS Data Compilation Tools Due as agreed upon by the PM or the DCIO ASD Revisions due ten (10) days after receipt of comments. Update monthly to reflect changing needs. Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination
4.3	C	PMAS Analysis Findings Due five (5) days after analysis is complete Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination
4.4	A	Analysis Reports Due five (5) days after analysis is complete Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination
4.4	B	Expert Resources Database Due as agreed upon by the PM or the DCIO ASD Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination
4.5	A - C	OIT Website Maintenance and Updates Due as agreed upon by the PM Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination
	D	Web-Based Dashboards and Portals Due as agreed upon by the PM Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination

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Task	Output ID	Output Description
4.6	A	Facilitation Support Documentation IT Initial documentation due three (3) days prior to meeting. Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination
	B.	OIT Administration Support Documentation Initial due two (2) business days after assignment. Update/revisions due four (4) hours after receipt of Government comments. Electronic submission to: VA PM, VA COTR Inspection: destination Acceptance: destination

5.4 LEVEL OF ACCEPTANCE

Level of Acceptance: Quality for all completed outputs and documents shall be measured in accordance with industry standards and best practices with the following metrics:

- There are no oversights in the review and analysis performed by the Contractor that result in incorrect or inadequate assumptions, which, in turn, result in unacceptable, incomplete or inaccurate documentation and/or recommendations.
- There are no oversights in the development of reports, documents or functional requirements, which could result in delays in meeting established timelines.
- All written documentation is written in a skilled business style. The documentation conforms to standards for documentation established by VA PM.
- All work is completed within the established and agreed upon time frames.

The content of outputs and their exposition will be highly professional.

5.4.1 Acceptance or Rejection of submitted outputs: The Government will have five (5) business days to review each document submitted by the Contractor and provide feedback/comments to the Contractor. The Contractor shall have five (5) business days to incorporate comments. Delivery of final document with incorporated comments shall constitute acceptance by the Government. As it relates to executive level outputs requested by VA’s CIO, the DCIO ASD and CIO may require a shorter timeframe (less than 5 business days) for the acceptance and rejection of outputs. In support of this type of level of effort, the government and Contractor will agree upon an acceptable review period.

5.4.2 Incentives and Decentives: Positive past performance shall be the incentive for quality performance. In turn, performance not in accordance with the established

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guidelines for quality level shall receive documented negative past performance ratings.

5.5 KEY PERSONNEL:

The Contractor shall designate the following individual support categories as key personnel. Any changes to key personnel shall require the Contracting Officer's approval and client acceptance. Replacement of key personnel shall be handled in a timely, efficient manner as to not adversely heed the progression of support tasks.

Task Lead: The Contractor shall assign a single individual to serve as the task lead / manager to support this task order. Senior task lead shall perform the following duties:

- Serve as the liaison between the Contractor's management and the client representative.
- Handles all administrative and standard supervisory duties for the Contractor, including time and attendance, performance appraisals, and counseling.
- Identify end-user needs that can be addressed through additional automation or procedural changes.
- Coordinates and distributes special assignments with the Government and Contractor personnel.

Subject Matter Expert: The Contractor shall provide subject matter experts with experience and proficient knowledge of industry best practices, benchmarks, and trends in support of this task. The Contractor shall designate one subject matter expert as key personnel. The SME shall be the individual identified by the Contractor as having expert knowledge in the areas pertaining to the Modeling and simulation support efforts.

5.6 FACILITY/RESOURCE PROVISIONS

The Government shall provide office space, telephone service and system access when authorized contract staff work at a Government location as required in order to accomplish the Tasks associated with this PWS. All procedural guides, reference materials, and program documentation for the project and other Government applications will also be provided on an as-needed basis.

The Contractor shall request other Government documentation deemed pertinent to the work accomplishment directly from the Government officials with whom the Contractor has contact. The Contractor shall consider the COTR as the final source for needed Government documentation when the Contractor fails to secure the documents by other means. The Contractor is expected to use common knowledge and resourcefulness in securing all other reference materials, standard industry publications, and related materials that are pertinent to the work.

VA shall provide access to VA specific systems/network as required for execution of the task via a site-to-site VPN or other technology, including VA specific software such as

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Veterans Health Information System and Technology Architecture (VistA), ClearQuest, ProPath, Primavera, and Remedy, including appropriate seat management and user licenses. The Contractor shall utilize government-provided software development and test accounts, document and requirements repositories, etc. as required for the development, storage, maintenance and delivery of products within the scope of this PWS. The Contractor shall transmit, store or otherwise maintain sensitive data or products in systems or media other than VA provided systems within VA firewall IAW VA Handbook 6500.6 dated March 12, 2010.

All VA sensitive information shall be protected at all times in accordance with local security field office System Security Plans (SSP’s) and Authority to Operate (ATO)’s for all systems/LAN’s accessed while performing the tasks detailed in this PWS.

For detailed Security Requirements refer to ADDENDUM A and ADDENDUM B.

5.7 Clauses:

The clauses listed below are incorporated into this task order:

FAR 52.245-1 - Government Property

FAR 52.224-1 - Privacy Act Notification and 52.224-2 - Privacy Act

FAR 52.239-1 - Privacy or Security Safeguards (Aug. 1996)

FAR 52.222-54 - Employment Eligibility Verification (Jan. 2009)

FAR 52.204-9 - Personal Identity Verification of Contractor Personnel

FAR 52.217-8 - Option to Extend Services (Nov 1999) – and/or –

FAR 52.217-9 - Option to Extend the Term of the Contract (Mar 2000)

FAR 52.237-3 -Continuity of Services (Jan 1991)

FAR 52.232-22 - Limitation of Funds

FAR 52.227-14 and FAR 52.227.16- Data Rights Accessibility provisions of Section 508 and Public Law 99-506

FAR 9.5 Organizational and Consultant Conflicts of Interest

GSA Invoicing Clause (Region 3 AAS)

Acceptable Skill Level Variation in Severable Labor Hour and Time and Material Orders/Contracts (July 2005) (Region 3 AAS)

VAAR 839.2 – Information and Information Technology Security Requirements

VAAR 852.273-75 - Security Requirements for Unclassified Information Technology Resources (Interim - OCT 2008)

VA ACQUISITION REGULATION SOLICITATION PROVISION AND CONTRACT CLAUSE

NOTE: This clause will undergo official rule making by the Office of Acquisitions and Logistics. The below language will be submitted for public review through the *Federal Register*. The final wording of the clause may be changed from what is outlined below

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based on public review and comment. Once approved, the final language in the clause can be obtained from the Office of Acquisitions and Logistics Programs and Policy.

1. SUBPART 839.2 – INFORMATION AND INFORMATION TECHNOLOGY SECURITY REQUIREMENTS

839.201 Contract clause for Information and Information Technology Security:

a. Due to the threat of data breach, compromise or loss of information that resides on either VA-owned or Contractor-owned systems, and to comply with Federal laws and regulations, VA has developed an Information and Information Technology Security clause to be used when VA sensitive information is accessed, used, stored, generated, transmitted, or exchanged by and between VA and a Contractor, subContractor or a third party in any format (e.g., paper, microfiche, electronic or magnetic portable media).

b. In solicitations and contracts where VA Sensitive Information or Information Technology will be accessed or utilized, the CO shall insert the clause found at 852.273-75, Security Requirements for Unclassified Information Technology Resources.

2. 852.273-75 - SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (INTERIM- OCTOBER 2008)

As prescribed in 839.201, insert the following clause:

The Contractor, their personnel, and their subContractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in this contract.

5.8 POINTS OF CONTACT

VA Program Manager

Name: Darryl King
Address: IT Strategy (005E3)
810 Vermont Ave.,NW
Room 1246 TW
Washington, DC 20420
Voice: (202) 461-4367
Email: darryl.king@va.gov

GSA Information Technology Manager /COTR

Name: Junaid Shah
Address: 20 North 8th St, 10th Floor
Philadelphia, PA 19107
Voice: (215) 446-5797

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Email: junaid.shah@gsa.gov

Contract Specialist:

Name: Susan Cameron
Address: 20 North 8th Street
Philadelphia pa, 19107
Voice: 215- 446- 5859
Email: susan.cameron@gsa.gov

Contracting Officer:

Name: Jacqueline Stanback
Address: 20 North 8th Street
Philadelphia pa, 19107
Voice: 215-446-5839
Email: Jacqueline.Stanback@gsa.gov

6.0 INVOICES

The Period of Performance (POP) for each invoice *shall* be for one calendar month. The Contractor *shall* submit only one invoice per month per order/contract. The appropriate GSA office will receive the invoice by the twenty-fifth calendar day of the month after the end of the invoiced month.

For Labor Hour and Time and Material orders/contracts each invoice *shall* show, the skill level category, the hours worked per skill level, the rate per skill level and the extended amount for that invoice period. It *shall* also show the total cumulative hours worked (inclusive of the current invoice period) per skill level, the hourly rate per skill level, the total cost per skill level, the total travel costs incurred and invoiced, and the total of any other costs incurred and invoiced, *as well as* the grand total of all costs incurred and invoiced.

For Labor Hour and Time and Material orders/contracts each invoice *shall clearly indicate* both the current invoice’s monthly “burn rate” and the total average monthly “burn rate”.

The Contractor *shall submit* all required documentation (unless exempted by the contract or order) as follows:

For Travel: Submit the traveler's name, dates of travel, location of travel, and dollar amount of travel.

For ODCs: Submit a description of the ODC, quantity, unit price and total price of each ODC.

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Note: The Government reserves the right to audit, thus; the Contractor shall keep on file all backup support documentation for travel and ODCs.

Content of Invoice: The Contractor’s invoice will be submitted monthly for work performed the prior month. The Contractor may invoice only for the hours, travel and unique services ordered by GSA and actually used in direct support of the client representative’s project. The invoice shall be submitted on official letterhead and shall include the following information at a minimum.

1. GSA Task Order Number
2. Task Order ACT Number
3. Remittance Address
4. Period of Performance for Billing Period
5. Point of Contact and Phone Number
6. Invoice Amount
7. Skill Level Name and Associated Skill Level Number
8. Actual Hours Worked During the Billing Period
9. Travel Itemized by Individual and Trip (if applicable)
10. Training Itemized by Individual and Purpose (if applicable)
11. Support Items listed by Specific Item and Amount (if applicable)

Final Invoice: Invoices for final payment must be so identified and submitted within 60 days from task completion. After this submission, no further charges are to be billed. A copy of the written client agency acceptance of task completion must be attached to final invoices. The Contractor shall request from GSA an extension for final invoices that may exceed the 60-day time frame.

The Government reserves the right to require certification by a GSA COTR before payment is processed, *if necessary*.

Close-out Procedures.

General: The Contractor shall submit a final invoice within sixty (60) calendar days after the end of the Performance Period. After the final invoice has been paid the Contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

Payment Information.

The following procedures, if followed, will ensure timely payment of invoices.

Invoice submission is a two-step process:

1. Create an Invoice Acceptance Document in IT-Solutions Shop to obtain Client and GSA Acceptance.

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2. Submit the Invoice to GSA Finance either electronically (preferred method), or mail the original invoice to the address stated in the purchase order.

A. To submit your invoice to ITSS for Client Acceptance, follow these steps.

1. Log onto the Internet URL <http://web1.itss.gsa.gov>.
2. Log into ITSS using your assigned username and password.
3. Once logged in, click on “Create Support Documents”.
4. Once in the Create Support Documents field, you will see a list of awarded task order numbers and a pull down menu that reads <<Select Support Document>>. Select the appropriate task order number by highlighting it, then click on the pull down menu; select “Acceptance Information” and click on the “Create” icon.
5. You are now on the page where you will enter the delivery date and invoice number—do not use special characters in the invoice number and be sure to use exactly the same invoice number and value for GSA Finance. You have the opportunity to send comments to the client (receiving activity) in the detailed comments block. You must attach an electronic copy of your invoice. Click on the thumbtack “Attach” icon to bring up the attachments page. When you are done attaching the invoice, click on the “Submit” button at the bottom of the page to complete the process.

When the acceptance document is submitted, emails requesting acceptance are automatically sent to both the Client and the GSA Project Manager (PM). They will accept, partially accept, or reject the invoice, normally with explanatory comments. The Client will also indicate the amount approved for payment. The system will automatically notify you, the Contractor, of acceptance or rejection of the invoice.

If you need assistance or have any questions regarding the acceptance and approval process, please contact the ITSS Help Desk at the toll free number 1-877-243-2889. Be sure to have the order number or act number available.

B. AFTER (and only AFTER) you receive acceptance through ITSS, you must then submit your invoice to the GSA Finance Office for payment, using ONE of the following two methods. DO NOT DO BOTH.

Method 1 – Electronic Submission (This is the preferred method)

If you do not have a password, go to www.finance.gsa.gov and click on “Get a Password for Payment Searches” under “Quick References” on the left side of the screen. Fill out the form and submit. You should receive your password within 24 hours.

1. Log into the GSA Finance website at www.finance.gsa.gov.
 2. Click on “Click here to Login”.
 3. Enter your password* and click “login
- Do not use the “Enter key”. Use the mouse to click on “Login.”

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Using “cut and paste” may not work; you may need to type your password which is not case sensitive.

4. Select “submit invoice”.

5. Select “All POs”.

6. Find the ACT# or PDN# you are invoicing against and select it. A form will appear that you fill in with your invoice information. Be sure to use the same invoice number (do not use special characters) and value which you used in the ITSS Acceptance document. If you are resubmitting a rejected invoice, add an “R” or an “A” to the end of the original invoice number or use an entirely new invoice number. The GSA system will not let you use an invoice number you have used before.

7. Fill in the information requested. All fields marked with an asterisk (*) are required fields.

8. When complete, click “continue”. If you have made any errors, you will receive an error message. (Worth noting: dates are in mm/dd/yyyy format, money amounts have no \$ signs or commas, only a decimal point.) Correct the error and click “continue” again.

9. You will have an opportunity to upload any backup material as attachments after clicking “submit” on the next screen.

10. Add any invoice backup material as attachment.

If you have questions please e-mail FW-PaymentSearch.finance@gsa.gov or call the Customer Support Desk at 1-817 / 978 2408. Anyone there will be able to assist you.

Method 2 – Hard Copy Submission

1. Return to the ITSS “Acceptance Information” page (per the above instructions) and print the page showing the client’s acceptance.

2. Mail your original invoice (on official company letterhead), accompanied by the client’s acceptance page, to the GSA Finance Office in Ft Worth, at the address shown in Block 24 (below) of this document. Please ensure that the GSA Delivery Order Number and the ACT Number (found in Blocks 2 and 4 of this GSA Form 300, respectively) are clearly shown on your invoice.

C. To check the payment status of an invoice, go to www.finance.gsa.gov

Click on “Click here to Login”

Enter your password and click “login. DO NOT USE THE ENTER KEY. USE THE MOUSE TO CLICK ON “LOGIN”. Please note that using “cut and paste” may not work. You may need to type your password which is not case sensitive.

1. Select “Payment Search”. This shows paid invoices.

2. If your invoice is not there, select “View Invoice”, then “all unpaid invoices”. (You may also select “search unpaid” and enter specific criteria to narrow the search.)

3. If your invoice is not there, back up one page and select “all rejected invoices” under “View Invoice”. (You may also select “search rejected” and enter specific criteria to narrow the search.)

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Remember that once an invoice shows in the “rejected invoices” section, it will always be there. They do not disappear when an invoice is resubmitted and paid. Your invoice could appear in this section multiple times if rejected multiple times.

If you have questions please e-mail FW-PaymentSearch.finance@gsa.gov or call the Customer Support Desk at 817 978 2408. Anyone there will be able to assist you.

7.0 Acceptable Skill Level Variation in Severable Labor Hour and Time and Material Orders/Contracts (July/2005)

The Contractor may exceed the total number of *labor* hours per *awarded* skill level per base or option period, to a limit of 15% as long as the total task order *obligated* dollar amount per that base or option period is not exceeded, and as long as the Contractor maintains an acceptable level of effort throughout the required period of performance. *The Contractor is not authorized to add new skill level categories or vary between levels within the same labor category without approval of the Government, formalized in a signed modification by the contracting officer.*

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APPENDIX A: 36 Core Processes

